

## TL 9000 QUALITY MANAGEMENT SYSTEM MEASUREMENTS

### Day 1

7:45 - 8:00 a.m.	Registration
8:00 - 12:00 p.m.	Course Overview and Chapter 1: Introduction Chapter 2: Measurements Process Chapter 3: Common Measurements
12:00 - 12:45	LUNCH
12:45 - 5:00	Chapter 3: Common Measurements (cont.)

### Day 2

8:00 - 12:00 p.m.	Review Chapter 4: Outages
12:00 - 12:45	LUNCH
12:45 - 5:00	Chapter 5: Hardware Measurements Chapter 6: Software Measurements Chapter 7: Service Quality Measurements Chapter 8: Summary and Close

Breaks will be approximately every 1-1/2 hours.